

**SHEAFFER'S  
SERVICE MANUAL**

**SECTION**

**A**

BE ACCEPTED-FC  
of equal value.  
of parts.

Many service stations return parts classified as defective they are found damaged and not defective. Therefore, as stated in the parts believed to be defective must be confirmed by our inspection before placement on a no-charge basis.

#### SUGGESTIONS FOR REDUCING PARTS COST.

When returning parts for exchange, please make sure that these parts are complete. On parts received with missing parts, the cost of the missing part will be assessed in lieu of the parts exchange charge. By missing parts, we mean that if a barrel is returned with the lever missing, you will be charged the cost of the missing lever.

Quite often, we find that parts are returned for exchange which require only a replacement of a small part to put them in first-class condition. An example of this would be a Touchdown or Snorkel model barrel being returned for exchange when only a new compression gasket or plunger tube is required. In this case, we would suggest that you return only the plunger tube or compression gasket for exchange. This would save you several dollars over a period of time, e.g. if you were to return ten barrels to us for exchange and seven of them were found in need of a new compression gasket, you would save \$2.66. The savings would be the difference between the exchange cost of compression gaskets and barrels. Another example would be the return of ten barrels for exchange and five were found in need of new plunger tubes, you would realize a savings of \$1.25 by exchanging plunger tubes rather than the entire barrel. Also, do not overlook the exchange of plungers or washers on pens containing the plunger type filling mechanism. A close inspection of these parts before their return may reveal that they can be serviced at less cost to you. Remember, the less your parts cost, the higher the profit.

The new mechanism replacement tool set for retractable ballpoint pens will enable you to replace retractable mechanisms. This will eliminate the return of caps for replacement as you should only find it necessary to return the old mechanisms for new ones.

Many service stations return used plastic non-Lifetime caps to be exchanged. As you will note in the parts exchange policy, there is no exchange policy on these plastic caps. Therefore, it is not necessary they be returned along with your parts exchanges, unless you are returning them for identification purposes. Only the metal caps and caps containing 14K gold trim carry an exchange charge.

In view of the pen substitution policy, you can exchange Lifetime parts for new Touchdown parts which will enable you to furnish your customer with a new Touchdown pen in exchange for his Lifetime pen. On the exchange of caps and barrels, you will receive black parts unless you specify the color desired on the job envelopes.

Always recommend Skrip to your customers as it has been especially developed for Sheaffer pens. Certain types of fast drying ink contains some chemical properties which cause deterioration of the inner parts of most fountain pens.

## EXPLANATION OF SERVICE DATA

The purpose of the following material is to:

1. Help you identify Sheaffer pens which you receive from your customers for repairs. (You should know the trade name of the model, correct color designation, retail price, and factory symbol number.)
2. Help you order from the factory the correct repair parts you need.
3. Help you analyze our repair invoices (which lists pens according to factory symbol number) and to identify repaired pens which are returned to you from the factory.

Section B includes sheet which show drawings of Touchdown & Snorkel models manufactured by this company, with the correct symbol number, trade name, and price under each model.

Here is how it works: When you have a Sheaffer pen you cannot identify, leaf through the illustrated sheets, (identification charts) in section B until you find a drawing of a pen that is the same shape and size as the pen you cannot identify. Then refer to the "Distinguishing marks" listed below the illustrated pen, and compare each feature of the pen you have with the distinguishing marks listed. When you find the column listing the distinguishing marks that exactly correspond with your pen, the correct symbol number, trade name, and retail price will be shown at the top of that page.

WHEN YOU HAVE IDENTIFIED A PARTICULAR MODEL FROM THE IDENTIFICATION CHART, FOLLOW THE COLUMN ON DOWN AND YOU WILL FIND THE SYMBOL NUMBER OF THE VARIOUS PARTS USED IN THIS PARTICULAR PEN. PRICES ON INDIVIDUAL PARTS AND EXCHANGE CHARGES ON THESE PARTS ARE ALSO SHOWN.

Important: All symbol numbers shown are for plain black pens. Each color, except black is designated by a letter in front of the symbol number. The absence of a prefix letter indicates that the pen is black. The "Color Code Chart" on page A4 will show which color each letter designates.

PENCILS: The same color letters apply to pencils, except that black pencils are indicated by the letter "L", while black PENS are indicated by the absence of any prefix letter. When ordering parts for a pencil, it will be simpler to associate the pencil with a matching pen in your order. (Example: "Mechanism for pencil that matches 121S pen.")

If there are any questions regarding any of this material, or other service matters, write direct to the Service Correspondence Division.

SHEAFFERS SERVICE MANUAL

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## YOUR REPAIR SERVICE DEPARTMENT

There is a very definite relationship between selling merchandise and servicing that same merchandise. In a great many instances, a sale will actually depend on your ability to offer service on the product and such is very true in selling pens and pencils.

For this reason, we maintain here at Sheaffers a very efficient and up-to-date Service Department and parts exchange department, to handle repairs, exchanges and adjustments on all Sheaffer merchandise. Your Service Department as well as ours is operated for the benefit of all Sheaffer users, who are confident that should some adjustment be necessary on their Sheaffer pen or pencil, such repairs will be handled for them by you or by our Service Department within a very reasonable length of time and for a nominal charge.

### PROPER INSTRUCTIONS

In order to insure a successful operation and to offer you the best and prompt service, we must have the full co-operation of every one of our authorized service stations.

In returning parts for exchange, please be sure that the authorized label appears upon the outside of the parcel. This will insure routing of the parcel to parts exchange department for prompt handling.

The method of returning parts for exchange that has proved most satisfactory is to return the parts in envelopes separated by type along with complete listing sheet of all parts to be exchanged. By separated we mean that the parts should be broken down so that parts of one type or similar type are included in each separate envelope. As an example, barrels and barrel shells in one envelope, feeds and point holders in another envelope and points of different style and gradations in another envelope etc. The parts enclosed in each envelope should be listed on the outside. Also, you should indicate on the envelope what is wanted in exchange if different from the parts returned, such as the feeds desired, color of barrels or caps etc. Envelopes containing points for exchange should indicate the point gradation or classification of the points desired in return.

The listing sheet which is to accompany the return of the parts for exchange should be made out in duplicate in order to provide one copy for your records and one copy for our records. This listing sheet should bear an order number which would make it much easier for us to check on any exchange in question or one which you may not have received and you may be tracing. The parts should be itemized in the following order on the listing sheet: pen points, small parts, barrels and barrel shells and caps.

Complete pens being returned for repair should be sent under separate cover and not with parts being returned for exchange. Should complete pens be returned along with the parts, this would only delay the handling of the parts exchange as well as the repair of the pens. Another important fact we feel it necessary to mention is that the number of items returned for repair should be a maximum of five to a parcel. This would insure more prompt handling. Should more than five pens be returned for repair, the possibility that one item may be held up by the repair department, then the entire shipment would be delayed. In returning the repaired merchandise...

Oftén times, you find  
department and in this case  
ng these parts rec...



## SHEAFFER'S COLOR CODE

Colors of all merchandise manufactured up to 1956 are designated by a letter in the symbol. (The only exception is on black pens where the omission of a letter indicates black.)

### Primary Line Colors

<u>Letter</u>	<u>Color</u>	<u>Letter</u>	<u>Color</u>
C	Striated Brown	L	Black
E	Striated Green	N	Burgundy (Old)
P	Striated Grey	Q	Pastel Grey
S	Striated Maroon	V	Pastel Blue
B	Burnt Umber Brown	W	Persian Blue
J	Evergreen Green	Y	(Pastel Green/

EXAMPLE: Y121SK - Pastel Green Snorkel Pen LT<sub>4</sub> - Black Thin Pencil  
 N121S - Burgundy TM Touchdown Pen HN<sub>4</sub> - Burgundy Retractable Ballpoint

### Non Primary Line Colors

<u>Letter</u>	<u>Color</u>	<u>Letter</u>	<u>Color</u>
D	Light Blue	T	Blue
P	Light Grey	R	Red
G	Green	U	Coral
M	Yellow	Z	Dusty Rose
		W	White Pearl

EXAMPLE: AHP195 - Grey Retractable T195-2 Blue Lever Pen

New Colors introduced during and after 1956 will be designated by numbers.

1 Golden Glow Yellow	11 Black	25 Burgundy (new)
2 Peacock Blue	12 Bermuda Blue	26 Anodized Gold
3 Diamond Blue	13 Nocturne or Navy Blue	27 Anodized Copper
4 Spring Mist Green	14 Gold	28 Anodized Blue
5 Colonial White	15 Stainless Steel	29 Anodized Pink
6 Berkshire Green	16 Silver (anodized)	30 Anodized Green
7 Buckskin Tan	17 Fern Green	31 Telephone Green
8 Mandarin Orange	18 Periwinkle Blue	32 " Blue
9 Fiesta Red	19 Vermilion	33 " Beige
10 Platinum Grey	20 Sage Green	34 " Red
	23 Dark Bluish Grey	35 " Ivory

EXAMPLE: 9-121SK - Fiesta Red Snorkel Pen

If the item is two-tone the first letter will denote the cap color, and the second the barrel color.

EXAMPLE: 11C9 - Cartridge Pen with a black cap and a red barrel.

## IDENTIFICATION DATA

To help you in identification of our merchandise and parts, listed below are key letters and numbers used in addition to the color symbols shown on page #A4 on all models introduced prior to January 1957.

### PENS

#### Point Size:

23, 3, 33) Conventional  
5, 52 ) Points  
73, 74, 8)  
  
92, 93 ) Triumph  
12, 13 ) Points

#### Styles:

T - Lever Fill  
W - Vac Fill, Long  
WS - Vac Fill, Short  
S - Touchdown, Long  
SM - Touchdown, Short

#### Styles cont'd:

SK - Snorkel  
F - Tip Fill  
C - Cartridge Fill  
D - Desk Pen

### PENCILS

#### Styles:

H-Regular Balance, Long  
E-Regular Utility  
M-Regular Balance, Short  
T-Thin Pencil  
D-Desk Pencil

#### Band Sizes:

#2 - 3/16"  
#3 - Bead Band  
#4 - 3/8"  
#5 - 1/8"

#### Band Sizes cont'd:

#6 - Gold Cap  
#6X - Stainless Steel Cap  
#7 - 1/4"

### BALLPOINTS

Prefix AH or H - Retractable Model  
Prefix R - Cap Model Primary Line  
Suffix B - Cap Model Non Primary Line

#### SPECIAL SYMBOLS - Used on all Items

Z - Solid Gold  
A - Autograph  
X - Chrome  
Y - Gold Filled  
XC - Stainless Steel Chased Cap

On all new models introduced after January 1957, we will adopt a new symboling system as follows:

1. The first letter in each symbol will be the product identification. As an example, a symbol starting with the letter "A" will always be a pen number, "B" ballpoint, and "C" pencil.
2. The first number in each symbol will be the color code. As an example, "eleven" written 11 will always be black.
3. The next letter in each symbol will be the type. As an example "K" will indicate Snorkel type pen or "R" will indicate retractable push button type ballpoint, or "T" would indicate thin balance pencil.
4. The next number in each symbol will indicate the size of nib. As an example, in pens "5" will indicate the gold sheath type point which was previously called our #12. (We intend to drop the old numbers and use only the "Official Pen Point Identification Code" numbers, which are on the points of our pens.) Point code identity discontinued in mid-1958.
5. The last letter would indicate trim. As an example "X" would indicate chrome band on pen, ballpoint or pencil.

See page A6 for complete list.



SYMBOL SYSTEM  
PRODUCT

P E N S - A

B A L L P O I N T S - B

P E N C I L S - C

COLOR CODE

(Same for Pens, Pencils, and Ballpoints)

See Page A4

P E N S :

Leverfil - T  
Tip fil - F  
Cartridge - C  
Touchdown - S

Snorkel - K  
Desk - D

B A L L P O I N T S :

Retractable - R  
Cap Model Retractable - C  
Desk - D  
Sliding Spring - H

Reminder Clip - J  
Ratchet - P

NUMBER

PEN POINT CODE:

Code etching on points  
discontinued mid-1958  
Steel (Fineline) - 0  
Steel - Regular - 1  
Gold (Old #5) Regular - 2  
Gold Regular (#23) - 23  
Gold Regular (Old #74) - 3  
Palladium Sheath (Old #13) - 4  
Gold Sheath (Old #12) - 5  
Palladium Regular (Old #6) - 6  
Gold Regular (Old #52) - 7  
Palladium Short Sheath (Old 7) - 8  
9.2K Gold Short Sheath (Old 10) - 9  
Palladium Silver-PFM Inlaid - 14  
14K PFM - Inlaid - 15  
Compact - Inlaid 14K - 21  
Compact - Inlaid Pal. Silver - 20  
Imperial - Inlaid 14K - 17  
Hooded PEP Niblet - 18  
ST Steel Diamond-shaped - 30  
14K Diamond-shaped - 31

TRIM LETTER

PEN:

Gold Cap - Y  
Chrome Cap - I  
14K Gold - Z  
Chrome Band - X  
Aluminum Cap (Anodized)-V  
Signature - S  
Stainless Steel Cap - W  
Autograph - A  
Lady Sheaffer-P1, P2, etc.

BALLPOINT:

Gold Cap - Y  
Chrome Cap - I  
14K Gold - Z  
Chrome Band - X  
Aluminum Cap (Anodized)-V  
Signature Cap - S  
Stainless Steel - W  
Autograph - A  
Octagonal - O

P E N C I L S :

Regular Balance (.375) - H  
Thin Balance (.311) - T  
Thin Utility (.311) -  
Regular Utility (White Center  
(.350) - E

Desk D  
Advertising A  
PEP (Flat & Slant) F  
PFM M

PENCILS:

Cadet - 1  
Craftsman - 2  
Sovereign - 3  
Valiant - Statesman - 4  
Clipper - Sentinel - 5  
Crest - 6  
Admiral - Special - 7  
(New) (Craftsman) - 8  
Triumph - 9  
(New) Special - 10  
Signature - 4 Sig.  
Autograph - 4 Auto.

PENCILS:

Gold Cap - Y  
Chrome Cap - I  
14K Gold - Z  
Chrome Band - X  
Aluminum Cap - V  
Signature Cap - S  
Stainless Steel - W  
Autograph Cap - A  
Lady Sheaffer - P1, P2, Etc.


The symbol system in use prior to 1957 will be used on models introduced prior to January 1957.

Simulated Leather - H


NOMENCLATURE OF TOUCHDOWN PEN PARTS--REGULAR AND TM

 - - - - - POINT

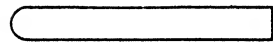
(See individual pen pages for part prices and part exchange prices.)


 - - - - - TRIUMPH NIB UNIT

 - - - - - FEED

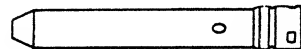
 - - - - - GRIPPING SECTION


 - - - - - THREAD RING

 - - SAC


 - - - - - BARREL REINFORCING BAND

ALL NEW BLS. COME WITH O RING ASSEMB.  
 - BARREL SHELL


 - - SAC PROTECTOR TUBE

 - - - - - COMPRESSION GASKET

 - - - - - SCREW

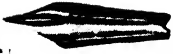
 - - - - - PLUNGER TUBE GASKET

 - - PLUNGER TUBE

 - - - - - PLUNGER KNOB

NOTE: Complete barrel assembly includes: Plunger Knob, Barrel Shell, Compression Gasket, Reinforcing Band, Screw, Plunger Tube Gasket and Plunger tube.

NOMENCLATURE OF SNORKEL PEN PARTS



POINT



TRIUMPH POINT UNIT



FEED



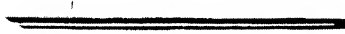
POINT HOLDER



GRIPPING SECTION AND THREAD RING



POINT HOLDER GASKET



FILLER TUBE AND INSERT



SAC PROTECTOR BUSHING



SAC



PROPELLING SPRING



BARREL REINFORCING BAND



BARREL SHELL



COMPRESSION GASKET



SCREW AND PLUNGER TUBE GASKET



THREADED PLUNGER TUBE



THREADED SAC PROTECTOR TUBE ASSEMBLY



PLUNGER KNOB




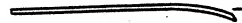








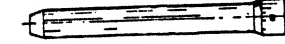

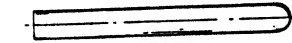
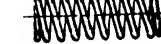
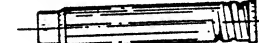
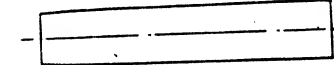




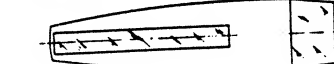



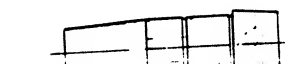
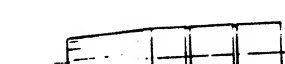
(See individual pen pages for part prices and part exchange prices.)

NOTE: Complete barrel assembly includes: Plunger Knob, Barrel Shell, Compression Gasket, Reinforcing Band, Screw, Plunger Tube Gasket and Threaded Plunger Tube.

Threaded Sac Protector Tubes sold only as an assembly which includes: Threaded Sac Protector Tube, Sac and Sac Protector Bushing.

NOMENCLATURE OF PFM, IMPERIAL TOUCHDOWN & COMPACT PENS

PART CONTAINED IN MODELS

	POINT & GRIPPING SECTION	PFM IMPERIAL COMPACT
	FEED	PFM IMPERIAL COMPACT
	FEED INSERT OR FILLER TUBE & INSERT	PFM IMPERIAL COMPACT
	FILLER TUBE INSERT	PFM
	SEAL GASKET WASHER	PFM
	POINT HOLDER GASKET	PFM
	GRIPPING SECTION COMPRESSION GASKET	IMPERIAL COMPACT
	FRICTION RING	PFM IMPERIAL COMPACT
	THREADED BUSHING	PFM
	THREADED BUSHING	IMPERIAL COMPACT
	PIERCE TUBE	COMPACT
	SAC PROTECTOR ASSEMBLY	PFM
	SAC PROTECTOR TUBE	PFM IMPERIAL
	SAC PROTECTOR BUSHING	PFM
	SAC	PFM IMPERIAL
	PROPELLING SPRING	PFM
	PLUNGER TUBE	PFM IMPERIAL
	BARREL OR BARREL SHELL	PFM IMPERIAL COMPACT
	PLUNGER KNOB	PFM IMPERIAL
	BARREL COMPRESSION GASKET	PFM IMPERIAL
	PLUNGER TUBE GASKET	PFM IMPERIAL
	PLUNGER TUBE SCREW	PFM IMPERIAL
	CAP	PFM IMPERIAL COMPACT
	CLIP	PFM IMPERIAL COMPACT
	CLIP SPRING	PFM IMPERIAL COMPACT
	PLASTIC CAP BLANK	PLASTIC CAP MODELS ONLY
	BAND & INNER CAP	PLASTIC & METAL CAP WITH BAND
	INNER CAP	METAL CAPS WITHOUT BANDS